IAEA
International Atomic Energy Agency

JOB DESCRIPTION / VACANCY NOTICE
NO: 2006/999

Position and Grade:	Contract Maintenance & Performance Monitoring Specialist
Organizational Unit:	Section, IAP Division, SGIM Department of Safeguards
Duty Station:	Vienna
Issue Date:	2007
Application Deadline:	2007
Type/Duration of Appointment:	CFE/2 Years

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Organizational Setting *Structure and objectives of the concerned Division / Section / Unit. Identify the reporting relationship of the post*

The Division of Information Management (SGIM) comprises four Sections and provides the Department of Safeguards with services relating to data processing, secure information distribution, information analysis and knowledge generation, which are needed to draw independent, impartial and credible safeguards conclusions.

The Information Architecture and Projects Section (IAP) provides project-oriented information and communication technology (ICT) services to all the Divisions and Sections in the Department, working cooperatively with staff in the Operations Divisions and the Support Divisions to plan, establish and maintain information systems and to provide them with system analysis, software development, software contract management and maintenance services.

IAP is responsible for the development of information related projects. It implements best practices in project management, using Capability Maturity Model (CMM) standards. The Section continuously monitors the Department's information-related needs so that they can be translated into requests for new or enhanced functionalities of ICT systems.

Within this Section the Project Management Services Unit (PSU), provides overall co-ordination of all projects, including planning and scheduling of the resources and tracking and reporting of the work progress; ensures that the new services developed or acquired comply with the general architecture of the information system, with the standards for the user interface, and with all the requirements established, inter alia, by the ISIS Re-engineering Project; assists in the definition and management of contracts, and the relationship with contactors; provides overall co-ordination of the user requirements, ensuring consistency of the requests across business areas; provides quality assurance services and general guidance to the project managers to comply with SGIM Software Systems Engineering Process (SSEP).

Main Purpose *(Contribution to the Programmatic Objectives)*

Under the general supervision of the Unit Head, PSU, the incumbent is responsible for the IRP Quality Control and Performance Monitoring i.e. monitoring the performance of the external contractor. The Quality Control and Performance Monitoring Expert assures all products and services delivered by the IAEA Safeguards Information System (ISIS) Re-engineering Project (IRP) meet quality requirements.

Role *(Team Leader / Advisor / Expert / etc.)*

The incumbent must assure all processes put in place by the contractor(s) and by in house-staff are documented, are efficient and enable the project teams to deliver the right quality on time and budget. In the case such a process is not cost efficient and/or does not allow any team to work efficiently, the incumbent would take all necessary steps to improve such process. Closely working with the contractor teams and the in-house teams to assure IRP guidelines are followed and the deliverables are passed to the Configuration Management team with

the right Quality level.

Partnerships *Partnerships and relationships required (Type: stakeholders and clients, colleagues and collaborators, sponsors and competitors, etc.; Purpose: to consult, advocate, promote, motivate, advise, provide authoritative guidance, etc.)*

The incumbent will have direct contact with Departmental users and supervisors of all levels. He/she will collaborate with the members of the PSU QA Group and with the External Contractor.

Functions / Key Results Expected *Five to six statements, concentrating on deliverables rather than process. Only include functions estimated to require at least 10% of time— "other duties as assigned" applies to all jobs, and generally requires less than 10% of time. Ensure that the job functions describe the contribution of the post to programme objectives. Begin each sentence with an action verb.*

Quality control:
- Support the PSU Head to coordinates the QA Group activities
- Document and communicate to the Project teams (external and in-house) the processes used to ensure the Quality and Performance of the projects under the supervision of the PSU
- Defines how project/product artifacts are to be named, marked and numbered, and oversees implementation of the identification scheme. The identification scheme covers hardware, system software, COTS products and all application development artifacts (e.g. plans, models, components, test software, results and data, executables, etc.)
- Defines and verifies at what points during the project/product lifecycle baselines (baselines provide an official standard on which subsequent work is based, and to which only authorized changes are made) are to be established
- Defines and monitors the process by which problems and changes are submitted, reviewed and disposed.

Performance Monitoring:
- Recommends process improvements for better Quality and Performance of the project teams
- Monitors process efficiency by ensuring that the bureaucratic overhead associated with the QA Control, Configuration, and Change Request Management process is consistent with the maturity of the product
- Define a process to monitor, to control and to report to the PSU Head the performance of Project teams (external and in-house)
- Participates in the selection of the contractor, evaluation of the bids and the negotiations with the short listed supplier(s)
- Reviews and analyzes the project implementation plan, all end-users requirements and the proposed solutions, to identify potential issues.

Knowledge, Skills and Abilities
- University degree in computer science, or equivalent certified knowledge acquired through practical experience in developing and managing large information systems and with training in project management and configuration management.
- At least 10 years experience in the development and management of major information systems with a minimum of 5 years of recent experience in outsourcing and project, budget, and human resources, management.
- Extensive experience in the management of several major IS development projects of varied nature.
- Comprehensive knowledge of relevant development life cycles, project management practices, configuration management activities, human resources and financial management, and ability to apply this knowledge to achieve the project goals.
- Good knowledge of different hardware and software platforms and ability to identify impact of architectural choices on development, integration, and maintenance.
- Good knowledge of Safeguards' policy framework, management structures, principles and reporting procedures.
- Knowledge of ISIS is an asset.
- Demonstrated experience in chairing technical and decisional meetings, and ability to streamline reporting for senior management.
- Demonstrated ability to exercise diplomatic and prudent judgement on sensitive issues.
- Knowledge of CMM framework and its implementation in the Safeguards department.

Education, Experience and Language Skills

- 10 years experience in the development and management of complex computer systems to include extensive experience with software configuration management procedures.
- 5 years experience in the development and management of large information systems.
- 5 years recent experience in configuration management and outsourcing.
- Fluency in English essential.
- Demonstrated ability to produce technical reports in English.